

Received & Inspected

JUN 22 2012

FCC Mail Room

FIVE AREA TELEPHONE COOPERATIVE, INC.

**P.O. BOX 448
MULESHOE, TEXAS 79347-0448
PHONE 806-272-5533 • 1-800-741-6925
FAX 806-272-5196**

June 18, 2012

Office of the FCC Secretary
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, SW
Washington, D.C. 20554

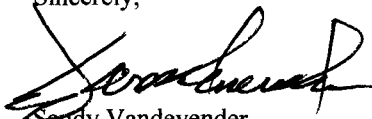
RE: WC Docket No. 10-90
Part 54.313(a)(5) and Part 54.313(a)(6)

Five Area Telephone Cooperative Inc
Study Area 442071

Attached please find the required certifications and documentation referenced above for Five Area Telephone Cooperative Inc. and West Plains Telecommunications Inc.

Please advise if any further information is needed at this time. Thank you for your help in this matter.

Sincerely,



Sandy Vandevender
Chief Executive Officer

SV/jb

Attachments

No. of Copies rec'd 0
JUN 20 2012

JUN 22 2012

Annual Reporting Requirements pursuant to § 54.313(a)(2)-(6)

FCC Mail Room

WC Docket No. 10-90**§ 54.313(a)(2) – Outage reporting**☐ My company was not required to collect this information in 2011.☒ My company collected this information pursuant to state utility commission requirement.
A copy of the report is attached.**§ 54.313(a)(3) – Unfulfilled service requests**☐ My company was not required to collect this information in 2011.☒ My company collected this information pursuant to state utility commission requirement.
A copy of the report is attached.**§ 54.313(a)(4) – Customer complaints per 1000 connections**☐ My company was not required to collect this information in 2011.☒ My company collected this information pursuant to state utility commission requirement.
A copy of the report is attached.**§ 54.313(a)(5) – Service quality standards and consumer protection rules**

I certify that the reporting carrier is in compliance with applicable service quality standards and consumer protection rules.

§ 54.313(a)(6) – Ability to function in emergency situations

I certify that the reporting carrier can function in emergency situations as set forth in 47 CFR §54.202(a)(2). Specifically, the reporting carrier has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.

I am authorized to make this certification on behalf of the company named above and, to the best of my knowledge the information reported on this form is accurate. This certification is for the study area(s) listed below. **(Please enter your Company Name, State and Study Area Code)**

Company Name	State	Study Area Code
Five Area Telephone Cooperative Inc	TX	442071
West Plains Telecommunications Inc	TX	442071

(If necessary, attach a separate list of additional study areas and check this box.)

☐

Signed,



Signature of Corporate Officer

Date:

06/18/2012

Sandy Vandevender

[Printed Name of Corporate Officer]

Chief Executive Officer

[Title of Corporate Officer]

Carrier's Name Five Area Telephone Cooperative Inc

Carrier's Address PO Box 448 Muleshoe, TX 79347

Carrier's Telephone Number (806) 272-5533

PROJECT NO. 39301

UTILITY: WEST PLAINS TELECOMMUNICATIONS, INC. QUARTER ENDING: MARCH 2011

TELEPHONE SERVICE QUALITY REPORT

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	100%	100%	100%
% Primary orders completed in 5 working days	95%	100%	100%	100%
% Installation commitments met	90%	100%	100%	100%
% All Orders Completed in 30 days	99%	100%	100%	100%
% All Orders Completed in 90 days	100%	100%	100%	100%
<u>ANSWER TIME</u>				
Toll & Assistance (“0”) answer time				
Average answer time in seconds (or 85% within ten seconds)	3.3	N/A	N/A	N/A
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	N/A	N/A	N/A
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	1%	1%	1%
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6.0	0.48	0.62	0.74
% of out-of-service reports cleared in 8 working hours	90%	97%	98%	100%
% Repeated Trouble Reports	22%	15%	0%	3%

Contact Name: Jacque Boutell

Contact Telephone Number: 806-272-5533

Revised October 2006

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Bailey

I, Sandy Vandevender, the attestator, sign my name to this instrument this 29th day of April, 2011, and being a duly authorized officer of West Plains Telecommunications, Inc. do hereby declare and affirm that the attached report titled Telephone Service Quality Report was prepared with my personal knowledge and the information contained therein is true and correct.


Signature

Executive Vice President & General Mgr.
Title

4-29-2011
Date

PROJECT NO. 39301

UTILITY: WEST PLAINS TELECOMMUNICATIONS, INC. QUARTER ENDING: JUNE 2011

TELEPHONE SERVICE QUALITY REPORT

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	100%	100%	100%
% Primary orders completed in 5 working days	95%	100%	100%	100%
% Installation commitments met	90%	100%	100%	100%
% All Orders Completed in 30 days	99%	100%	100%	100%
% All Orders Completed in 90 days	100%	100%	100%	100%
<u>ANSWER TIME</u>				
Toll & Assistance (“0”) answer time				
Average answer time in seconds (or 85% within ten seconds)	3.3	N/A	N/A	N/A
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	N/A	N/A	N/A
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	1%	1%	1%
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6.0	0.62	0.82	0.60
% of out-of-service reports cleared in 8 working hours	90%	97%	98%	100%
% Repeated Trouble Reports	22%	0%	3%	4%

Contact Name: Jacque Boutell

Contact Telephone Number: 806-272-5533


Revised October 2006

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Bailey

I, Sandy Vandevender, the attestator, sign my name to this instrument this 14th day of July, 2011, and being a duly authorized officer of West Plains Telecommunications, Inc. do hereby declare and affirm that the attached report titled Telephone Service Quality Report was prepared with my personal knowledge and the information contained therein is true and correct.


Signature

Executive Vice President & General Mgr.
Title

7-14-2011
Date

PROJECT NO. 39301

UTILITY: WEST PLAINS TELECOMMUNICATIONS, INC. QUARTER ENDING: SEPTEMBER 2011

TELEPHONE SERVICE QUALITY REPORT

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	100%	100%	100%
% Primary orders completed in 5 working days	95%	100%	100%	100%
% Installation commitments met	90%	100%	100%	100%
% All Orders Completed in 30 days	99%	100%	100%	100%
% All Orders Completed in 90 days	100%	100%	100%	100%
<u>ANSWER TIME</u>				
Toll & Assistance (“0”) answer time				
Average answer time in seconds (or 85% within ten seconds)	3.3	N/A	N/A	N/A
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	N/A	N/A	N/A
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	1%	1%	1%
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6.0	1.38	1.10	0.67
% of out-of-service reports cleared in 8 working hours	90%	97%	98%	100%
% Repeated Trouble Reports	22%	2%	4%	7%

Contact Name: Jacque Boutell

Contact Telephone Number: 806-272-5533

Revised October 2006

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Bailey

I, Sandy Vandevender, the attestator, sign my name to this instrument this 10~~th~~ day of October, 2011, and being a duly authorized officer of West Plains Telecommunications, Inc. do hereby declare and affirm that the attached report titled Telephone Service Quality Report was prepared with my personal knowledge and the information contained therein is true and correct.


Signature

Executive Vice President & General Mgr.
Title

October 10, 2011
Date

PROJECT NO. 39301

UTILITY: WEST PLAINS TELECOMMUNICATIONS, INC. QUARTER ENDING: DECEMBER 2011

TELEPHONE SERVICE QUALITY REPORT

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	100%	100%	100%
% Primary orders completed in 5 working days	95%	100%	100%	100%
% Installation commitments met	90%	100%	100%	100%
% All Orders Completed in 30 days	99%	100%	100%	100%
% All Orders Completed in 90 days	100%	100%	100%	100%
<u>ANSWER TIME</u>				
Toll & Assistance (“0”) answer time				
Average answer time in seconds (or 85% within ten seconds)	3.3	N/A	N/A	N/A
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	N/A	N/A	N/A
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	1%	1%	1%
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6.0	1.09	0.68	1.06
% of out-of-service reports cleared in 8 working hours	90%	97%	98%	100%
% Repeated Trouble Reports	22%	5%	4%	2%

Contact Name: Jacque Boutell

Contact Telephone Number: 806-272-5533

Revised October 2006

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Bailey

I, Sandy Vandevender, the attestator, sign my name to this instrument this 19th day of January, 2012, and being a duly authorized officer of West Plains Telecommunications, Inc. do hereby declare and affirm that the attached report titled Telephone Service Quality Report was prepared with my personal knowledge and the information contained therein is true and correct.


Signature

Chief Executive Officer

Title

1-19-2012

Date

PROJECT NO. 39301

UTILITY: FIVE AREA TELEPHONE COOPERATIVE, INC. QUARTER ENDING: MARCH 2011

TELEPHONE SERVICE QUALITY REPORT

TELEPHONE SERVICE QUALITY REPORT				
		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	100%	100%	100%
% Primary orders completed in 5 working days	95%	100%	100%	100%
% Installation commitments met	90%	100%	100%	100%
% All Orders Completed in 30 days	99%	100%	100%	100%
% All Orders Completed in 90 days	100%	100%	100%	100%
<u>ANSWER TIME</u>				
Toll & Assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	3.3	N/A	N/A	N/A
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	N/A	N/A	N/A
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	1%	1%	1%
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6.0	2.83	2.85	1.85
% of out-of-service reports cleared in 8 working hours	90	99%	99%	99%
% Repeated Trouble Reports	22%	0%	7%	11%

Contact Name: Jacque Boutell

Contact Telephone Number: 806-272-5533


Revised October 2006

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Bailey

I, Sandy Vandevender, the attestator, sign my name to this instrument this 29th day of April, 2011, and being a duly authorized officer of Five Area Telephone Cooperative, Inc. do hereby declare and affirm that the attached report titled Telephone Service Quality Report was prepared with my personal knowledge and the information contained therein is true and correct.



Signature

Executive Vice President & General Mgr.
Title

4-29-2011
Date

PROJECT NO. 39301

UTILITY: FIVE AREA TELEPHONE COOPERATIVE, INC. QUARTER ENDING: JUNE 2011

TELEPHONE SERVICE QUALITY REPORT

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	100%	100%	100%
% Primary orders completed in 5 working days	95%	100%	100%	100%
% Installation commitments met	90%	100%	100%	100%
% All Orders Completed in 30 days	99%	100%	100%	100%
% All Orders Completed in 90 days	100%	100%	100%	100%
<u>ANSWER TIME</u>				
Toll & Assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	3.3	N/A	N/A	N/A
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	N/A	N/A	N/A
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	1%	1%	1%
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6.0	0.31	1.35	2.28
% of out-of-service reports cleared in 8 working hours	90	99%	99%	99%
% Repeated Trouble Reports	22%	0%	0%	5%

Contact Name: Jacque Boutell

Contact Telephone Number: 806-272-5533

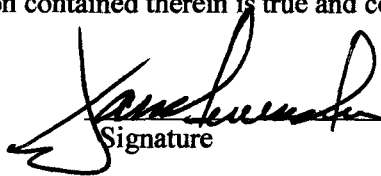
Revised October 2006

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Bailey

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Signature

Executive Vice President & General Mgr.
Title

7-14-2011
Date

PROJECT NO. 39301

UTILITY: FIVE AREA TELEPHONE COOPERATIVE, INC. QUARTER ENDING: SEPTEMBER 2011

TELEPHONE SERVICE QUALITY REPORT

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	100%	100%	100%
% Primary orders completed in 5 working days	95%	100%	100%	100%
% Installation commitments met	90%	100%	100%	100%
% All Orders Completed in 30 days	99%	100%	100%	100%
% All Orders Completed in 90 days	100%	100%	100%	100%
<u>ANSWER TIME</u>				
Toll & Assistance (“0”) answer time				
Average answer time in seconds (or 85% within ten seconds)	3.3	N/A	N/A	N/A
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	N/A	N/A	N/A
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	1%	1%	1%
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6.0	2.71	1.88	2.31
% of out-of-service reports cleared in 8 working hours	90	99%	99%	99%
% Repeated Trouble Reports	22%	8%	0%	9%

Contact Name: Jacque Boutell

Contact Telephone Number: 806-272-5533

Revised October 2006

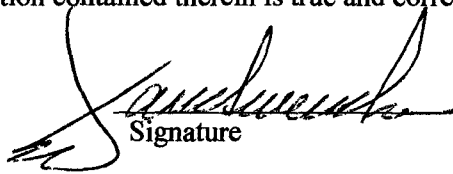
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12/28 + 30 copies
10-10-11
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STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Bailey

I, Sandy Vandevender, the attestator, sign my name to this instrument this 10th day of October, 2011, and being a duly authorized officer of Five Area Telephone Cooperative, Inc. do hereby declare and affirm that the attached report titled Telephone Service Quality Report was prepared with my personal knowledge and the information contained therein is true and correct.


Signature

Executive Vice President & General Mgr.
Title

October 10, 2011
Date

PROJECT NO. 39301

UTILITY: FIVE AREA TELEPHONE COOPERATIVE, INC. QUARTER ENDING: DECEMBER 2011

TELEPHONE SERVICE QUALITY REPORT

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	100%	100%	100%
% Primary orders completed in 5 working days	95%	100%	100%	100%
% Installation commitments met	90%	100%	100%	100%
% All Orders Completed in 30 days	99%	100%	100%	100%
% All Orders Completed in 90 days	100%	100%	100%	100%
<u>ANSWER TIME</u>				
Toll & Assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	3.3	N/A	N/A	N/A
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	N/A	N/A	N/A
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	1%	1%	1%
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6.0	1.69	0.85	3.83
% of out-of-service reports cleared in 8 working hours	90	99%	99%	99%
% Repeated Trouble Reports	22%	0%	13%	17%

Contact Name: Jacque Boutell

Contact Telephone Number: 806-272-5533


Revised October 2006

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Bailey

I, Sandy Vandevender, the attestator, sign my name to this instrument this 19th day of January 2012, and being a duly authorized officer of Five Area Telephone Cooperative, Inc. do hereby declare and affirm that the attached report titled Telephone Service Quality Report was prepared with my personal knowledge and the information contained therein is true and correct.


Signature

Chief Executive Officer
Title

1-19-2012
Date